



Inspection Report on

Ty Penrhos

**Ty Penrhos
2 Beddau Way
Caerphilly
CF83 2AX**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

29 October and 01 November 2021

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About Ty Penrhos

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Hafod Housing Association Ltd
Registered places	83
Language of the service	The report is available in English and Welsh. The organisation considers Welsh to be an equal language to English. Work towards this is required in the individual service.
Previous Care Inspectorate Wales inspection	This is the first inspection since the service registered under RISCA.
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of Welsh language and culture.

Summary

Welcoming, friendly staff offer people care in a respectful and dignified manner. People are very happy living in the home and families tell us that their loved ones receive good care. Support is mostly provided to ensure people can do what is important to them. Some improvement is required around the provision and recording of nutrition and weight loss for those who are particularly vulnerable, but overall, ample, nutritious food is provided. There is a focus on people's health needs, which are met by a suitably qualified staff.

The building is warm, bright and allows people to be easily supported with their physical and social needs. The provider is aware of redecorating, refurbishment and repairs that are required and plans to carry this out when materials become available. Staff make every effort to enhance the environment with seasonal displays.

There is oversight of the service but due to extended absence of the appointed responsible individual, some administration tasks have been delayed. A highly regarded manager ensures the service is run smoothly, with people at the focus of decision making.

This inspection took place 19 months after the start of Covid-19 pandemic, when some restrictions are in place. People are able to see loved ones under controlled circumstances as the service is being cautious to help prevent introducing the infection into the home.

Well-being

Ty Penrhos provides suitable accommodation to help people achieve their well-being. Equipment to support physical mobility is available. Bedrooms and communal areas are spacious to accommodate the specialised equipment that some people need. People have personalised their rooms if they wished to. Some areas have subdued lighting, but this is to support people who require this. Social activities and gatherings are supported by the building layout, and people are seen meeting in the central area of the home called “*The Street*”. People are supported to access the outdoors including the local shops and pubs. The home is clean and light.

Policies, procedures and staff training are in place to support people’s safety, including protection from abuse, but the risk of unintentional harm is increased at times. Pre-employment checks are carried out to ensure staff are suitable to work in a care setting. When people lack capacity, they are able to access representatives or advocates who will act in their best interest. These representatives are not routinely involved in care plan reviews so it is unclear if reviews are effective. We also find that people or their representatives are not aware of how they can be involved in their care reviews. People who were consulted told us they feel safe and know who to approach if they had concerns. The provider has systems in place to maintain the property and support staff to work safely, but some improvements are required to ensure the service is meeting regulatory requirements around Health and Safety. More urgent attention is required to support people with nutrition, to ensure they are having access to the right amount of food at a time that suits them.

Support has been provided during the pandemic to contact family members using technology when visits have not been possible. The service is taking a cautious approach to visitors going into the building, and alternatives are encouraged where possible, including trips out with families. People we consulted confirmed this. The staff team are friendly, caring and develop good relationships with people. People tell us “*the staff are lovely*”.

Some people receive support to do things that matter to them but information gathered is not always used to ensure all people are offered opportunities. Some people told us how they can follow their chosen career path as they are supported to go to college. Others told us how they are supported to socialise and participate in activities. Meaningful interaction with people cared for in bed is not regularly or routinely provided and recorded. Though the service cannot fully meet the Welsh Active offer which would guarantee a service in Welsh, there is evidence that people are encouraged to express themselves and identify their needs using their own language and means of expression.

Care and Support

Communication is individualised. Staff ensure language is not a barrier, and people are supported to make their wishes and feelings known. We observed activity coordinators using a form of sign language with one person, and a nurse used touch in a sensitive way to communicate with someone who required this. The provider is working towards offering the service fully in the Welsh language, but every effort is made to communicate with people in their own language. Activity coordinators offer people choice to be involved in activities.

Care plans around health needs are comprehensive. Referrals are made to health professionals when required. People receive physiotherapy within the service. One person told us how beneficial this is and explained the progress they had made with their mobility. Appropriate support is in place for people who require palliative care. Records to support health care are in place and routinely completed. Equipment is available to support people with their physical needs. Families consulted told us, *"They are well looked after and loved,"* and *"They really look after X, they've put on weight, looks well and is clean and well presented"*. We found some records around nutrition and hydration unclear and misleading. Records around weights had not prompted more frequent weighing when someone lost weight for two consecutive months, which we would expect to see. This is placing people's health and well-being at risk and we have therefore issued a priority action notice. The provider must take immediate action to address this issue. The dining experience observed on our first visit day did not promote good dietary intake. This had greatly improved by our second visit day, but needs to be sustained.

The provider does not always ensure that the individual's wishes and history is captured to identify more individualised support. A document that informs people what they can expect from the service details how this will be done, including the creation of a "This Is Me" profile. The service provides comprehensive reviews of health care requirements but needs to fully consider outcomes around people's wishes and aspirations. Outcomes for some people are very clear. One person attends college and is supported to do this. Activity coordinators provide stimulating activities and support people to achieve good outcomes, but this is not consistently offered to everyone. For people who are cared for in bed, the support can be more task orientated, with records lacking evidence of meaningful interaction. The provider needs to ensure that all people using the service have individualised interaction to promote well-being, and this is recorded. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Reviews of care plans are completed monthly but are not being undertaken in consultation with individuals or their representatives. Whilst it has been difficult to consult with people during the pandemic, the service provider recognises that this could be improved. One family member wasn't aware this was necessary and presumed the service would contact them if there were changes; they had not been invited to contribute to reviews. One care file lacked key documents to show a person's wishes as representatives had not been

reminded to complete this. Opportunities are missed to ensure what matters to people is recorded and acted upon. Whilst this is not an area for immediate attention, we expect the provider to take action. Some reviews do not prompt appropriate action to be taken, especially around weight loss and nutrition. This forms part of the Priority Action Notice we are issuing.

Medication stock control, storage and administration is carried out in accordance with policies and procedures. Good audit records around medication are completed. People are supported appropriately to take their medication. Documentation is in place from professionals to ensure people are supported to take their medication if they lack the capacity to understand this, ensuring they get the right support.

Environment

Ty Penrhos is a purpose built care home that has five units to cater for adults with a variety of needs. Though the building accommodates up to 83 people, each unit is run like a smaller care home so that regular staff provide continuity for people. All bedrooms have en suite bathroom. Communal areas are spacious and corridors wide to support wheelchair use if required. One area, known as “*The Street*” provides opportunities for people from all units to meet together. Improvements have been made to ensure some balconies are safer for people using them. One unit has an area that is used for physiotherapy. Activity coordinators and staff on units enhance the environment with displays to support well-being. An enclosed garden which has been nicely landscaped is accessible but we didn't see anyone using this during our visits as the weather was unfavourable. During the early stages of the current pandemic, several people were affected and sadly lost their lives to the virus. A memorial garden within the ground of the home offers relatives, staff and residents a quiet place to remember.

Infection control and hygiene procedures are followed. The home is clean. There are no unpleasant odours. Domestic staff are observed undertaking cleaning schedules. Chemicals required for this are stored and used safely. The kitchen has cleaning schedules in place to ensure it meets the Food Standard's Agency requirements. Although the main catering kitchen is following safe procedures, we found this was not the case in the kitchen on one unit. Food in a fridge where residents' items are stored is not being dated when opened, which is a requirement to ensure safe food handling. We also found that fire doors on some bedrooms are being propped open. This poses a risk under fire safety regulations. This was addressed on the day of inspection but we expect the service to monitor the improvement and ensure this is sustained.

Systems are in place to ensure environmental checks and testing is carried out. There are good records to show this is routinely done. Certificates are in place to evidence that electricity, gas and water supplies are tested, and equipment meets regulatory requirements. Décor in some areas needs refreshing. Small kitchens on each unit require refurbishment, and one balcony needs repair to prevent water leaking into the building. Due to the current pandemic, there are delays in addressing the work required; however, the management expressed disappointment at the length of time some repairs are taking. The responsible individual explained some delays are due materials such as steel, being unavailable. Staff feel the well-being of residents would be better if the repairs and renewals are carried out and also acknowledge that this would make staff feel better too. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Leadership and Management

A responsible individual (RI) is in place to oversee the service who is newly appointed. Due to the absence of previous RI and restrictions imposed by the current pandemic, some tasks required of the person holding this post have not been undertaken. There is no impact on people in the service as alternative officers in the organisation have supported the home. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

There is a manager in place who is responsible for the day to day running of the service and is supported by deputy managers and clinical leads who know the service well. Detailed policies and procedures are in place. A document called a 'statement of purpose' and a 'service user guide' are available for people to have an understanding about the home. The RI has not ensured that relevant authorities, including Care Inspectorate Wales, has an up to date copy. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Effective recruitment processes ensure staff are suitable to work in their roles. Good induction and training is available, and staff have opportunities within the organisation to develop. Supervision meetings take place but not all staff have had annual appraisals recently. This is partly due to the pandemic, but also due to a period of absence of the manager. Whilst there is no immediate action required, this is an area for improvement and we expect the provider to take action.

Staffing levels were found to be adequate on the day of inspection. Rotas evidence that gaps in staffing are addressed, and where necessary, agency staff used; but this is rare. Several staff commented that short notice sickness and absence of staff could affect their working conditions, but confirmed that they would ensure this didn't impact on people living in the service. The Health and Safety Executive indicates that there have been concerns around availability of staff to provide supervision for people who require close observation. This has been considered and addressed by the service provider.

Staff support within the organisation is reported to be very good. The manager is described as "amazing" and is held in high regard by the workforce and visiting professionals. All staff consulted tell us how everyone works as part of a team. The domestics are praised by staff, residents and families. They help to make a difference to people's lives alongside the rest of the team as they go out of their way to interact with residents and families.